



**STATE OF NEW JERSEY**

**FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION**

In the Matter of Shaun Norton,  
Technical Support Specialist 1  
(PS3781U), Office of Information  
Technology

Examination Appeal

CSC Docket Nos. 2018-457

**ISSUED: APRIL 9, 2018 (SLK)**

Shaun Norton appeals the determination of the Division of Agency Services (Agency Services) that he did not meet the experience requirements for the promotional examination for Technical Support Specialist 1 (PS3781U), Office of Information Technology.

The examination at issue was announced with specific requirements that had to be met as of the April 21, 2017 closing date. In the appellant’s case, the relevant requirements were that the examination was open to employees in the non-competitive division who have one year of continuous permanent service as an Information Technology Specialist, graduated with a Bachelor’s degree, and possessed two years of various information technology experience, one year of which shall have been in the technical support area solving user problems in a help desk or related environment or using productivity aids and job control languages. A total of 11 employees applied for the subject examination and five were admitted to the examination that was administered on November 16, 2017. An eligible list has not yet been issued.

On his application, the appellant indicated that he possesses a Bachelor’s degree and was an Information Technology Specialist from June 2014 until the April 21, 2017 closing date. Agency Services credited him for having met the education and general experience requirements, but determined that he lacked one year of the required specialized experience working in a technical support area solving user problems in a help desk or related area.

On appeal, the appellant indicates that he troubleshoots system user inquiries, works closely with vendor support and uses tools to resolve issues, writes programs to make processes more efficient, and troubleshoots inquiries from Storage Management members. Further, the appellant submits a letter from David Surro, Director, Managed Hosting Services, in support of his appeal. Surro states that the subject title is widely used as a stepping-stone to several technical career paths by the appointing authority. He believes that the majority of individuals who work for the appointing authority in the subject title no longer work in a formalized help desk environment. Therefore, while Surro acknowledges that the appellant does not work in a formal help desk environment, he indicates that providing support to internal staff and external agencies is a core responsibility for the appellant, including working on incidents that are in the “Ticketing” queue and his troubleshooting support must comply with negotiated Service Level Agreements. Surro further states that the appellant participates in after-hours and weekend on-call support activities, providing 24/7 support. Moreover, the appellant ensures that the State’s Data and Storage Infrastructure is functioning at optimal levels to deliver critical data, backup, restoration, and archiving services to citizens and the Executive Branch.

## CONCLUSION

*N.J.A.C.* 4A:4-2.6(a) provides that applicants shall meet all requirements specified in the promotional announcement by the closing date. *N.J.A.C.* 4A:4-6.3(b) provides that the appellant has the burden of proof in examination appeals.

A review of the record indicates that Agency Services correctly determined that the appellant is not eligible for the subject examination. In addition to generalized information technology experience, the subject examination requires one year of experience in a technical support area solving user problems in a help desk or related environment. A review of the appellant’s application, appeal, and letter of support indicates that while performing troubleshooting support is one of his responsibilities, he has many other information technology responsibilities such as providing backups, configuring, maintaining, administrating, and optimizing systems, and other information technology duties. In order for experience to be considered applicable, it must have as its primary focus full-time responsibilities in the areas required in the announcement. *See In the Matter of Bashkim Vlashi* (MSB, decided June 9, 2004). However, it clear that the appellant does not have one year of experience where he was primarily focused, *i.e.*, spent 50 percent or more of his time, providing troubleshooting support. Finally, if the appointing authority has moved away from having formalized help desks where individuals are primarily focused on technical support, the appointing authority needs to work with Agency Services in order to develop job specifications that meet its current needs. The place to reconcile the appointing authority’s changing business practices with the State Classification Plan is not within an eligibility appeal.

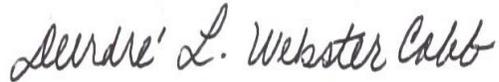
Therefore, there is no basis to disturb the decision of Agency Services. Accordingly, the appellant has not met his burden of proof in this matter.

**ORDER**

Therefore, it is ordered that the appeal be denied.

This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

DECISION RENDERED BY THE  
CIVIL SERVICE COMMISSION ON  
THE 4<sup>th</sup> DAY OF APRIL, 2018



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